



**JONATHAN E. FIELDING, M.D., M.P.H.**  
Director and Health Officer

**JONATHAN E. FREEDMAN**  
Chief Deputy Director

313 North Figueroa Street, Room 806  
Los Angeles, California 90012  
TEL (213) 240-8117 • FAX (213) 975-1273

[www.publichealth.lacounty.gov](http://www.publichealth.lacounty.gov)



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November 5, 2009

TO: Each Supervisor

FROM:  Jonathan E. Fielding, M.D., M.P.H.  
Director and Health Officer

SUBJECT: **REQUEST TO AMEND INFORMATION TECHNOLOGY SUPPORT SERVICES  
MASTER AGREEMENT (ITSSMA) WORK ORDER 06-1049 WITH COMPUTER  
PROFESSIONALS UNLIMITED, INC. dba RYDEK COMPUTER  
PROFESSIONALS**

This is notification of the intent to request the Internal Services Department (ISD) to amend ITSSMA Work Order 06-1049, with Rydek Computer Professional, to extend the term through December 31, 2010 and increase the total maximum amount by \$108,500, from \$299,000 to \$407,500. In accordance with ITSSMA Guidelines, prior Board notice is required for work orders that will exceed \$300,000.

**BACKGROUND**

Public Health Information Systems (PHIS) is responsible for the management and maintenance of the Department of Public Health (DPH) data network. The Local Area Network (LAN) technical support specialist is a technical consultant to the Network Services team and reports to the PHIS network manager. As a technical consultant, the LAN technical support specialist provides network planning, design, installation, configuration, troubleshooting, maintenance, network security, and technical support for all LAN-connected devices, including network hardware, servers, and workstation nodes (approximately 3,500 nodes total) at various PHIS sites throughout Los Angeles County.

**SCOPE OF WORK**

The duties to be performed by the contractor include the following:

- Installing, supporting, and troubleshooting routers, switches and firewalls;
- Maintaining/implementing IP addressing schema;
- Maintaining, troubleshooting, and supporting the cable plant;
- Assisting in the analysis of existing and proposed LANs to define the requirements for maintaining and/or implementing network solutions to meet the objectives of the organization;
- Installation and monitoring of network management systems;
- Interfacing with project teams and vendors at various levels of design and implementation;

- Work with project teams and vendors to implement network security best practices and comply with local, State, and federal security standards and regulations;
- Work with appropriate DPH staff to identify and document network security vulnerabilities and intrusions and implement best practices to prevent and defend against network intrusions; and
- Develop and document project plans.

### **JUSTIFICATION**

This request to amend the referenced Work Order is needed to continue highly skilled support for DPH which is critical to the Department's operations.

DPH does not currently have staff with the requisite security compliance experience or knowledge to perform the required tasks. DPH relies on the specialized technical experience of the consultant to supplement existing County staff and ensure DPH's compliance with HIPAA regulations, as well as County and departmental security policies. This consultant has intimate knowledge of DPH's existing environment, applications, and processes, which is critical to the ability of DPH to implement appropriate security controls. The continued use of this consultant will eliminate the significant learning curve required if a different consultant was obtained to perform these same services. If DPH were not able to obtain the specialized services and skills of this consultant, the Department's ability to effectively secure its network, including meeting regulatory requirements and County standards, would be severely compromised.

DPH is unable to add County staff in the current fiscal climate to perform these services and therefore must augment its workforce through the use of this consultant.

### **FISCAL IMPACT**

The consultant's hourly rate for this time and material Work Orders will remain the same through the extended term of the Work Order. Sufficient funds for this Work Order are available in the Department's budget.

### **NOTIFICATION TIMELINE**

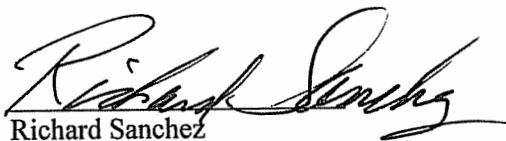
Consistent with ITSSMA policies and procedures, this letter serves as notification to the Board regarding DPH's intent to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from the Board by November 24, 2009, DPH will request ISD to proceed with the amendment of these Work Orders.

If you have any questions or require additional information, please let me know.

JEF:jrc

c: Chief Executive Officer  
Acting County Counsel  
Executive Officer, Board of Supervisors  
Chief Information Officer  
Director, Internal Services Department

**NOTED AND APPROVED:**

A handwritten signature in black ink, appearing to read "Richard Sanchez", written over a horizontal line.

Richard Sanchez  
Chief Information Officer

11-6-09  
Date